

# Indiana Career Council System Alignment Taskforce Recommendations

October 28, 2014

# Background

- \* **Taskforce created by Career Council at June 2014 meeting**
- \* **Assigned three tasks:**
  - \* Conduct analysis and develop recommendations to Governor and General Assembly regarding streamlining the governance structure of Indiana's education, job skills training, and career development system
  - \* Oversee development of inter-agency and inter-organizational policies as called for in Strategy 1.3 of the Strategic Plan
  - \* Monitor the development of and enhancements to the Indiana Network of Knowledge
- \* **Initial focus has been on the 1<sup>st</sup> task (due October 2014)**

# Rationale for Change

- \* **System Not Aligned to Needs of Customers**

- \* Workers must visit multiple locations/register in multiple separate electronic systems in order to qualify for services
- \* Employers forced to interact with multiple/uncoordinated system partners to provide input on skills and training needs

- \* **Redundant Costs**

- \* Relatively large amounts of federal and state funds expended on overhead/administrative expenditures
- \* Relatively small amounts (>15% in some regions) expended on direct client services

- \* **Misaligned Program Outcome Measures**

- \* System partners define and measure programs differently
- \* Difficult to compare investments and performance results

# Focus Areas for Improvement

- \* Integration/Consolidation of State Programs that Serve Adult Workers and Businesses**
- \* Realignment of Service Delivery Regions**

# General Recommendations

- \* **To the maximum extent possible, integrate federal and state funding for workforce development programs in order to establish a single, dynamic service delivery model that responds to the needs of workers and employers**
  - \* Single, integrated process (sharing costs, pooling funds, staffing, and data systems) for client services:
    - \* Intake, Assessment, Service Place Development, Counseling, Education/Training Services, Supportive Services, Job Readiness Preparation, Job Placement, Follow-Up
- \* **Leverage digital technologies, data and analytics, and other tools to expand services**

# General Recommendations

- \* **Measure outcomes using three primary metrics:**
  - \* Percentage of those served who gain employment
  - \* Six and Twelve Month Employment Retention Percentages
  - \* Increased Earnings Post-Training
- \* **Ensure partners establish goals and measures for additional education/training indicators:**
  - \* Number, and percentage, of clients placed into education/training
  - \* Number, and percentage, of clients placed into education/training who earn a degree or high-quality credential
- \* **Tie funding for program services directly to system outcomes**

# General Recommendations

- \* **Increase focus on employer needs, with greater coordination/integration of business service functions**
- \* **Reduce administrative and overhead expenditures**

# Specific Recommendations (Integration/Consolidation)

- \* **Consolidate existing state government workforce development programs into a single program that helps all Hoosier adults who need access to the information, education, and skills required for career success:**
  - \* WIA, Wagner-Peyser, VETS, TAA, Adult Education, Carl Perkins Post-Secondary (currently at DWD)
  - \* Senior Community Service Employment Program, Employment and Training Elements of TANF and SNAP (currently at FSSA)
- \* **DWD and FSSA should develop an action plan for consolidating the associated funding streams of the above programs**
- \* **The IN General Assembly should be asked to alter existing code to provide DWD and FSSA the greatest level of flexibility in the method used to consolidate funding streams**



# Specific Recommendations (Realignment of Regions)

- \* **State should focus on establishing fewer economic regions than federally-defined local areas**
  - \* Currently 12 federally-defined local areas for WIBs
    - \* Low amounts of funds spent on direct client services/high amounts for administrative/overhead and personnel
  - \* WIOA prevents states from establishing new local areas
    - \* WIOA requires states to identify regions for purposes of planning and service delivery
- \* **DWD should strongly consider establishing fewer regions than the 12 currently-established local workforce/WIB areas**

# Next Steps for Taskforce

- \* **Review the roles of the multiple governance/coordinating bodies for education, training, and employment services**
- \* **Determine processes and methods to engage and develop consensus among key workforce development partners not under the purview of the Executive Branch**
  - \* Includes processes for streamlining and coordinating engagement between workforce system partners and the employer community
- \* **Monitor the development of the Indiana Network of Knowledge**